

**GHUfXUfXHY`Y'Wca**

**Flash  
Reference  
Guide**

Norstar and Flash are trademarks of Northern Telecom  
© Copyright Northern Telecom 1999

**GHUfXUfXHY`Y'Wca**

## Table of contents

<b>How to use this guide</b>	<b>1-1</b>
Introduction	1-1
How this guide is organized	1-1
Other documents	1-2
Knowing the different symbols	1-2
Prerequisites	1-3
<b>Learning about Flash</b>	<b>2-1</b>
Introduction	2-1
How Flash works	2-2
Who can use Flash	2-3
About the Flash Feature Codes	2-3
Determining Flash Feature Codes	2-4
Feature Code descriptions	2-5
About the Automated Attendant	2-7
About the Company Directory	2-8
About the mailboxes	2-8
Special Mailboxes	2-9
Personal Mailboxes	2-10
Information Mailboxes	2-10
Mailbox rules	2-10
Using the Norstar dialpad	2-11
Using Flash with a two-line display	2-11
Using Flash with a single-line display	2-12
Using Flash with an Analog Terminal Adapter	2-12
Entering characters into the command line	2-13
About the Flash voice prompts	2-14
Interrupting a voice prompt	2-14
Programming a memory button	2-15
Exiting from Flash	2-16
<b>Information Mailboxes</b>	<b>3-1</b>
Introduction	3-1
Using Information Mailboxes	3-1
Where to begin	3-2
Recording the Information Mailbox Greeting	3-2

<b>Your Personal Mailbox</b>	<b>4-1</b>
Introduction	4-1
Personalizing your mailbox	4-2
Initializing your mailbox	4-2
Your Personal Mailbox Greetings	4-4
Recording your mailbox greetings	4-6
Selecting a Personal Greeting	4-9
Mailbox Options	4-10
Listening to your messages	4-11
Copy option	4-14
Reply options	4-15
Record a message	4-17
Mailbox Administration	4-18
Changing a name in the Company Directory	4-18
Greeting Options	4-20
Changing your mailbox password	4-21
Off-premise Message Notification	4-23
Enabling and Disabling Off-premise Message Notification	4-28
Changing Off-premise Message Notification	4-29
<b>The Leave Message feature</b>	<b>5-1</b>
Introduction	5-1
Using the Leave Message feature	5-2
Assigning Message Delivery Options	5-3
Using the Company Directory Option	5-4
Selecting the Company Directory Option	5-4
Leaving a message from a Norstar telephone	5-5
Opening your mailbox after leaving a message	5-7
Transferring a caller to a Flash Mailbox	5-7
The different types of Flash Messages	5-7
The Flash Group Message	5-8
Broadcast Messages	5-8
<b>Telephone etiquette</b>	<b>6-1</b>
Introduction	6-1
Telephone etiquette	6-1

<b>Troubleshooting</b>	<b>7-1</b>
Introduction	7-1
The Automated Attendant seems to transfer some callers to the General Delivery Mailbox.	7-1
My telephone cannot be forwarded to Flash.	7-1
Feature 981 produces a LOG prompt on my Norstar display.	7-2
My mailbox is not accepting messages.	7-2
I have forgotten my mailbox password.	7-2
My name is not played in the Company Directory.	7-2
Flash Timeout	7-3
Messages are cut off	7-3
Mailbox full too often	7-3
Wrong prompt language	7-3
Off-premise Message Notification does not work	7-3
 <b>Appendix A: Default values and tone commands</b>	 <b>A-1</b>
 <b>Glossary</b>	 <b>Glossary-1</b>
 <b>Index</b>	 <b>Index-i</b>



---

## How to use this guide

# 1

### Introduction

This guide is designed to assist you in using the Norstar Business Communication Flash voice system. The information contained in this guide describes the features accessible to a user.

This section tells you what to expect as you read through this guide, and how information contained in this guide is presented.

### How this guide is organized

The **Flash Reference Guide** is organized according to sections that cover:

**How to use this guide** – provides a brief overview, identifying the organization of this guide and the conventions used for describing features and their operation.

**Learning about Flash** – provides an overview of how Flash works. This section defines the Flash terms that are used in explaining the features.

**Information Mailboxes** – provides a description of the Information Mailboxes and how to use them.

**Your Personal Mailbox** – provides an outline of the steps you perform to set up a Personal Mailbox, and describes the options accessible from a mailbox.

**The Leave Message feature** – provides information about the options that can be selected from the Leave Message feature.

**Telephone etiquette** – provides a list of suggestions for operating Flash.

**Troubleshooting** – provides diagnostic and recovery procedures for problems that might occur while operating Flash.

## 1 - 2 How to use this guide

---

**Glossary** – defines the terms used in this guide.

**Index** – provides a list of everything contained in this guide and where the information is located. The index is in alphabetical order. If you cannot find a term, try looking for your item according to its task.

## Other documents

For more information about Flash, ask your System Coordinator or refer to the **Flash Quick Reference Guide**.

## Knowing the different symbols

As you work through this guide, you will notice that conventions have been used to represent the words that appear on the Norstar display.

### Display command line text

Any word or prompt that is part of the first line of the display appears in a different text.

For example: **F=wd:**

When you see a word in a different text, it represents the action you must take to proceed.

### Display button options text

Options in the second line of a two-line display telephone appear in an underlined text.

For example: Press MECX

When you see an underlined word, you can press the button directly below the option on the display to proceed.

### Buttons

This guide uses dialpad button representations. Any button that appears in the text or instruction steps indicates the dialpad button that selects an option.

For example: Press



When you see a dialpad button, it represents the button you must press to proceed.

### **Angled brackets**

Descriptive information, entered using the dialpad, is always enclosed in angled brackets.

For example: Enter <the mailbox owner's last name and first initial>

The information in angled brackets describes what you should enter. In the example above, you would enter a user's last name and first initial by pressing the corresponding dialpad buttons on your Norstar telephone.

## **Prerequisites**

Before you attempt to use Flash, ensure you are familiar with how the Norstar one-line and two-line display telephones operate. We recommend you read your Norstar telephone user card before proceeding.

# GHUbXUfXHY`Y'Wta

1 - 4 How to use this guide

---

---

## Learning about Flash

# 2

### Introduction

Flash is a fully automated receptionist service that offers call routing and message taking services. This section describes how Flash works and covers:

- basic system operation
- using the Feature Codes
- the Automated Attendant\*
- the Company Directory
- the different mailboxes
- using the dialpad
- the Norstar displays
- entering characters into the command line
- voice prompts
- exiting from Flash
- programming a Feature Code memory button

\* Custom Call Routing and the Automated Attendant are not available on the Flash Voice Mail Light system.

### How Flash works

Flash works with a Norstar Business Communication System, offering a receptionist service that routes calls and provides voice message taking capability. When enabled, Flash answers incoming calls and routes the calls to extensions and mailboxes within the system.

Flash has three main components:

- Automated Attendant
- Mailboxes (voice messaging)
- Custom Call Routing (CCR)

The first component is the Automated Attendant. The Automated Attendant works as a receptionist would when answering incoming calls. Using a voice prompt, it plays a list of options to a caller. If you know which option you want, you can interrupt the Automated Attendant by pressing your selection on the dialpad of any tone dial telephone.

When an option has been selected, the Automated Attendant responds to the command by either routing the call to an extension or mailbox within your company or directing a caller to the Company Directory or Designated Operator.

The second component of Flash is the mailboxes. Mailboxes are added by the System Coordinator and then initialized by the mailbox owner. They store the voice messages left by callers. Any caller can leave a message after a mailbox is initialized.

Each mailbox owner can customize a Personal Mailbox with special Flash Options. The Mailbox Options are:

- record and select Primary and Alternate Greetings
- record Personalized Mailbox Greetings
- password selection
- record a name in the Company Directory
- set up and maintain Off-premise Message Notification
- receive and send messages

The third component of Flash is Custom Call Routing (CCR). CCR is a single-digit access application, providing callers with a series of voice prompts and call transfer options. Using CCR, a user can:

- listen to the Home Menu and make a selection
- listen to a pre-recorded Information Message
- leave a message in a mailbox
- transfer to another extension

## Who can use Flash

Flash can be used by any outside caller and by mailbox owners in your company. Away from the office, Flash can be used with any tone dial telephone. Inside your office, Flash can be used from any Norstar telephone or tone dial telephone connected to your company's Norstar Business Communication System.

Even outside callers using a rotary dial telephone are able to use Flash. When a caller uses Flash from a rotary dial telephone, Flash transfers the caller to your company receptionist or Designated Operator. If a receptionist or Designated Operator is not available to answer the call, the caller is transferred to the General Delivery Mailbox.

## About the Flash Feature Codes

When you are using Flash from a Norstar telephone, you must enter a Feature Code. Feature Codes are used to access the different functions and options of Flash. To use a Flash function or option, a Feature Code must first be entered.

Feature Codes are assigned during the Flash installation. The default Feature Codes for Flash are 980 through 987. When these Feature Codes are used by other Norstar applications, Norstar assigns Feature Codes between 900 and 999 to Flash. These codes might not be assigned in sequential order. For more information about Feature Codes, ask your System Coordinator.

Table 2.1 shows the default Feature Codes, and also provides a space to record the assigned Feature Codes.

## 2 - 4 Learning about Flash

---

Operation	Default Feature Code	New Feature Code
Leave Message	Feature 980	Feature 9 ___ __
Open Mailbox	Feature 981	Feature 9 ___ __
Operator Status	Feature 982	Feature 9 ___ __
Flash Directory Number (DN)	Feature 985	Feature 9 ___ __
Transfer	Feature 986	Feature 9 ___ __
Interrupt	Feature 987	Feature 9 ___ __

Table 2.1 – Feature Codes

### Determining Flash Feature Codes

To determine the Flash Feature Codes, you must use a Norstar M7310 or M7324 display telephone. To determine the Flash Feature Codes:

1. Press

The display shows:

```
Leave ms9:F9xx
NEXT
```

**Note:** \* represents a number between 00 and 99

2. Record the code for the Leave Message feature in Table 2.1.
3. Press NEXT The display shows the Feature Code for the Open Mailbox feature. Record the Feature Code for the Open Mailbox feature in Table 2.1.
4. Continue pressing NEXT to show all of the Flash Feature Codes and record the appropriate codes in Table 2.1.

When you reach the last Feature Code, the display shows:

```
Interrupt: F9xx
QUIT
```

To end this Flash session, press  or QUIT

## Feature Code descriptions

### Leave Message Feature Code

Is used by mailbox owners to leave a message in a mailbox initialized with Flash.

To use the Leave Message feature, press  9 8 0

### Open Mailbox Feature Code

Is used by mailbox owners to open their Personal Mailboxes. All Personal Mailboxes are protected by a password that is established by the mailbox owner.

To use the Open Mailbox feature, press  9 8 1

### Operator Status Feature Code

Is used by the System Coordinator, receptionist or Designated Operator to set the Operator Status and to designate the Operator's extension. When an Operator is not available, the Operator Status must be set to NO. This alerts the Automated Attendant that the receptionist or Designated Operator is not available. This Feature Code is also used to assign the Business Status by establishing whether a business is open or closed. This Feature Code is protected by a password.

To use the Operator Status feature, press  9 8 2

**Note:** On the Flash Voice Mail Light system:

- the Automated Attendant is not available
- Business Status cannot be changed
- Answer Lines cannot be changed

### Flash Directory Number (DN) Feature Code

Is used to determine the Flash Directory Number (DN). This number is used to forward a Norstar telephone to Flash and to use Flash with an Analog Terminal Adapter (ATA).

To use the Flash DN feature, press  9 8 5

**Note:** For more information about using an ATA, refer to **Using Flash with an Analog Terminal Adaptor** later in this section.

### Transfer Feature Code

Is used to transfer calls to a mailbox. While the call is active, press the memory button where Feature 986 is programmed, then enter the mailbox number where you want to direct the call. The caller is now transferred. Do not put the call on hold.

To use the Transfer feature, program     to a memory button.

**Note:** For information about programming Flash Feature Codes, refer to **Programming a memory button** later in this section.

### Interrupt Feature Code

Is used to interrupt Flash when a caller is listening to the Personal Mailbox Greeting or is leaving a message. This allows you to speak with a caller who has reached your mailbox.

To use the Interrupt feature, press

**Note:** When a caller leaving a message in a mailbox is interrupted, the first part of the message remains in the mailbox. This message must be deleted.

Flash Feature Codes can be programmed for single button access. For information on programming Feature Codes, refer to **Programming a memory button** later in this section.

**Note:** The Feature Codes shown here represent the Flash default Feature Codes.



## About the Automated Attendant

The Automated Attendant is the Flash receptionist. When enabled, the Automated Attendant answers your company's incoming telephone lines according to the time of day. When the Automated Attendant is enabled, the Automated Attendant menu prompt provides a list of options so that a caller can:

- reach a DN or a mailbox in your company
- leave a message in a mailbox
- select an Alternate Language (not a voice prompt)
- look for an extension or mailbox in the Company Directory
- reach your company receptionist or Designated Operator
- open a Personal Mailbox as a mailbox owner (not a voice prompt)

The Automated Attendant provides callers with commands to use each of these options. A caller must press the button associated with the option they want to activate. For example, to use the Company Directory, press

When the default Automated Attendant menu prompt is disabled, the System Coordinator must record a Customized Automated Attendant Menu Prompt. This customized prompt should provide callers with a list of options, such as leaving a message in a mailbox or reaching an Operator. The customized prompt plays after the Company Greeting, and after a caller has recorded and sent a message to a mailbox.

## 2 - 8 Learning about Flash

---

### About the Company Directory

The Company Directory is a list of mailbox owners registered with Flash. Before any mailboxes can be used, the owners must record their names in the Company Directory. If mailbox owners do not want their names to appear in the Company Directory, they can see the System Coordinator. Names included in the Company Directory can be changed at any time.

Any Norstar two-line display telephone user can access the Company Directory by selecting **DIR** when the display shows the Directory option. The Company Directory can also be opened by pressing **#** when the Automated Attendant announces the option is available.

When you have opened the Company Directory, you can enter the last name of a mailbox owner or you can press **#** to view all the names. When you view the members of the Company Directory, the Norstar display shows the name of the first member in the Directory. To see the next name, you must press **1**.

**Note:** The Company Directory feature can be disabled. Ask your System Coordinator for details.

### About the mailboxes

A mailbox is a storage place for messages on a Flash system. The maximum number of mailboxes for each Flash system is shown in the following table:

Flash system	Maximum number of mailboxes
Voice Mail Light	12
Basic	24
Expanded	48

Table 2.2 – Maximum number of mailboxes

There are three groups of Flash Mailboxes, including:

- Special Mailboxes
- Personal Mailboxes
- Information Mailboxes

## Special Mailboxes

The Special Mailboxes are administered by your company's System Coordinator. The Special Mailboxes include:

- System Coordinator Mailbox
- General Delivery Mailbox

### System Coordinator Mailbox

This mailbox is used by your System Coordinator as a Personal Mailbox. You can leave messages for your company's System Coordinator in this mailbox.

The System Coordinator Mailbox has a default mailbox number of 12. This is the number assigned when the mailbox number length is set at two. Mailbox number lengths range from two to seven digits. For more information about the System Coordinator Mailbox numbers, ask your System Coordinator.

### General Delivery Mailbox

This mailbox is used to collect messages from callers who use a rotary dial telephone, for individuals in your company who do not have Personal Mailboxes, and for mailbox owners whose mailboxes are full. Your company's receptionist or System Coordinator will route messages left in the General Delivery Mailbox using the Flash Copy option.

The General Delivery Mailbox has a default mailbox number of 10. This is the number assigned when the mailbox number length is set at two. Mailbox number length ranges from two to seven digits. For more information about the General Delivery Mailbox numbers and the Special Mailboxes, ask your System Coordinator.

**Important:** If the Group List leading digit is assigned as 1 and the mailbox number length is 2, the Special Mailbox numbers default to 20 and 22.

## 2 - 10 Learning about Flash

---

### Personal Mailboxes

Personal Mailboxes are assigned by your System Coordinator and maintained by the mailbox owner. A Personal Mailbox can be a User or Guest Mailbox. For more information about your Personal Mailbox features and options, refer to **Section 4: Your Personal Mailbox**.

#### User Mailboxes

User Mailboxes can be assigned to each user who has an operating Norstar extension. User Mailboxes store messages for users who are unable to answer their telephone.

#### Guest Mailboxes

Guest Mailboxes provide temporary employees and guests with access to internal messaging and call routing features. Guest Mailboxes do not have an operating extension. To request a Guest Mailbox, ask your System Coordinator.

### Information Mailboxes

Information Mailboxes are designed to provide an informative message to a caller. This type of mailbox differs from the other mailboxes because it does not take messages. It plays a Personal Greeting to the caller, but does not prompt for, or allow, the caller to leave a message. To request an Information Mailbox, ask your System Coordinator.

## Mailbox rules

Only a few rules apply to the Flash Mailboxes. Remembering these rules will make using your Flash Mailbox a simple, everyday task.

The mailbox rules are:

- You must always enter a password.
- A mailbox can be opened from any Norstar telephone from the **LOG:** display prompt by entering the mailbox number and password combination.

When a mailbox is assigned to a Norstar telephone, the display always shows the **Pswd:** prompt. To reach the **LOG:** prompt, press **OTHER** or **\***

- When a Norstar single-line display is being used, press  to reach the **L09:** display prompt.
- Change the password on a regular basis.
- Do not disclose your password.

A mailbox must be initialized before it can be used.

## Using the Norstar dialpad

The buttons on the dialpad act as both numbers and letters. Each button represents a number and also represents letters of the alphabet.

When you enter a name using the Company Directory Option, you need only press the button associated with the letters of the name once. You do not need to enter a comma. For example, if you are looking for the last name Partridge, you would press:

When you are using the Company Directory to look for a mailbox owner, enter one to three of the first letters in the last name and press  or enter the first four letters of the last name. If Flash cannot find the name, press **RETRY** or  To view all names in the Directory, press  Then press **NEXT** or  until you find the mailbox owner you are looking for.

## Using Flash with a two-line display

The Norstar two-line display on M7310 and M7324 telephones provides information about options and commands available when you are using Flash.

The display can provide up to three display button options at a time. In some instances, you must wait for the voice prompt to play the other available options. In those instances when options are played by the voice prompt and the corresponding button does not appear on the display, you must select the option using the numbers on the dialpad.

## 2 - 12 Learning about Flash

---

The Norstar two-line display is shown in Figure 2.1.

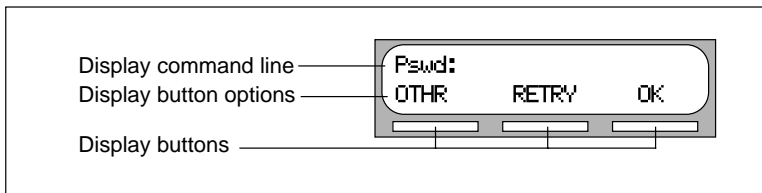


Figure 2.1 – Norstar two-line display

### Using Flash with a single-line display

The Norstar M7100 and M7208 telephones with a single-line display can be used for most Flash sessions. If you are using a Norstar telephone with a single-line display, the display shows only the Flash command.

All Configuration tasks, such as setting up a Group List, require you to use an M7310 or M7324 two-line display telephone.

All options are given immediately by the Flash voice prompts and your options are selected using the dialpad only. When you become familiar with the Flash Options, you will not need to wait for the voice prompt to complete the option list, but can interrupt the voice prompt and make your selection immediately.

### Using Flash with an Analog Terminal Adapter

A single-line, tone dial telephone connected to a Norstar KSU through an Analog Terminal Adapter (ATA) can be used for most Flash sessions. However, you cannot use a single-line telephone attached to an ATA for Flash System Administration tasks.

There is no Message Waiting Notification capability when you are using an ATA.

Although the single-line telephone does not have a feature button, you can access Flash features.

To access Flash features, such as Leave Message or Open Mailbox, call Flash and follow the voice prompts. The Flash DN is determined by

using Feature 985 on a Norstar telephone.

If you have an Enhanced ATA, you can also press:

\* 9 8 1 to open your mailbox,

**or**

\* 9 8 0 to leave a message,  
and follow the voice prompts.

**Note:** When a caller uses Flash from a rotary dial telephone, Flash transfers the caller to your company receptionist or Designated Operator. If a receptionist or Designated Operator is not available to answer the call, the caller is transferred to the General Delivery Mailbox.

## Entering characters into the command line

The command line of the Norstar display shows 16 characters at a time. There are several situations when the prompt and the information to be entered combined total fewer than 16 characters, and you can see both the command and the information you entered. The prompt remains on the display when fewer than ten characters are entered. The maximum number of characters you can enter is 16.

For example:

```
Pswd: 1111
OTHR  RETRY  OK
```

There are situations when the command line prompt will disappear. This happens when the display shows the command line prompt:

```
Name: _____
```

```
Log: _____
```

```
Dest. No: _____
```

For instance, when the display shows:

```
Name:
RETRY BKSP  OK
```

When you begin to enter the last name, the command line prompt disappears. For example, if you were entering the name Chatterton, you press the dialpad button for C, and the display drops the **Name:** command and changes to show:

C		
RETRY	BKSP	OK

After you have entered the entire name, the display shows:

CHATTERTON, P		
RETRY	BKSP	OK

The display does not show the command line prompt.

### About the Flash voice prompts

Each command shown on the Norstar display is accompanied by a voice prompt. On a Norstar two-line display telephone, the voice prompt plays after a five second delay. When you do not select an option, Flash ends the session. On a Norstar single-line display telephone, the voice prompt plays immediately. When you do not select an option within an additional four seconds, the voice prompt replays the options before Flash ends the session.

Flash voice prompts provide the same options as the display button options, and additional options not appearing on the display. When the voice prompt plays the available options, it only provides the dialpad number buttons that invoke the options.

When the voice prompt announces a display option with a corresponding dialpad button, you can use the display button or the number on the dialpad. Either button invokes the selected option.

### Interrupting a voice prompt

Voice prompts can be interrupted by selecting an option on the display or dialpad. A voice prompt can also be stopped by pressing #. You cannot interrupt a prompt that is informing you of an error.

When a Norstar single-line or two-line display telephone is being used, pressing \* returns the display to the previous display prompt.



## Programming a memory button

Norstar enables you to program each Flash Feature Code to a single memory button. When programmed, the Flash Feature Codes are easily accessed using a single button on your Norstar telephone.

Table 2.2 shows the most frequently used Flash Feature Codes.

Leave Message	Feature 980
Open Mailbox	Feature 981
Operator Status	Feature 982
Determine the Flash Directory Number	Feature 985
Transfer	Feature 986
Interrupt	Feature 987

Table 2.3 – Frequently used Feature Codes

To program a memory button:

1. Press  \*

The display shows:

```
Program Features
```

and changes to show:

```
Press a button
QUIT
```

2. Select a programmable button.
3. Press
4. Enter the Flash Feature Code number. For example, 980.

The display shows:

```
Programmed
```

5. Label the button with the Feature Code description, using the paper labels provided with your Norstar telephone.

Repeat steps 1 through 5 for each Flash Feature Code you want to program.

### Exiting from Flash

You can exit Flash by:

- replacing the handset
- pressing an alternate line key
- pressing
- pressing QUIT when the option appears on the display

**Note:** When you press  the Flash session will end in two to three seconds, except when you are transferring a caller to a mailbox.

---

## Information Mailboxes

# 3

### Introduction

This section describes the Information Mailboxes, how to use them, and the tasks you need to perform to maintain them.

Information Mailboxes are set up by the System Coordinator and maintained by the user. The Automated Attendant Voice Prompt provides a caller with single-digit options to access Information Mailboxes.

**Note:** Information Mailboxes are different from CCR Information Mailboxes. CCR Information Mailboxes are set up and maintained by the System Coordinator. Callers must use the CCR Tree to access a CCR Information Mailbox. For more information about Information Mailboxes, ask your System Coordinator.

The Automated Attendant (AA) and Custom Call Routing (CCR) are not available on the Flash Voice Mail Light system.

### Using Information Mailboxes

Information Mailboxes provide messages and announcements to callers. Information Mailboxes can be used to:

- announce sales
- provide product lists
- announce special events

For example:

*“On Your Toes Dance Studio proudly presents an extravaganza of dance. The entertainment begins at 8:00 p.m. on the fourth of July. Toddlers tap is in the White Room. Folk dance is in the Green Room. Classical ballet is in the Pink Room. Contemporary jazz is in the Blue Room. The Studio and Recital Rooms are located at 222 Main Street.”*

## 3 - 2 Information Mailboxes

---

When you use the Information Mailbox feature, you must ensure the mailboxes are accessible to callers.

**Important:** You must make Information Mailboxes easy for a caller to find. You can do this by using your company Operator or the Flash Company Greetings. For details, ask your System Coordinator.

If you are using a Flash system with bilingual capability, the Information Mailbox Greeting must be recorded in both languages.

### Where to begin

Before you record your Information Mailbox Greeting, you must determine what the greeting is to include. When preparing your greeting, be sure to include important times and dates. Write the greeting out and practice reading it aloud. When you are confident the greeting includes everything you want it to, record the greeting.

### Recording the Information Mailbox Greeting

The Information Mailbox Greeting can be recorded or changed whenever you need to update the recording.

To record your Information Mailbox Greeting:

1. Press  9 8 1

The display shows:

```
Pswd:
OTHR  RETRY  OK
```

2. Press QTHR

The display shows:

```
Log:
QUIT  RETRY  OK
```

**Note:** To display the **Log:** prompt from a single-line display telephone, press  at the **Pswd:** prompt.

3. Enter <the Information Mailbox number and password>

**Note:** For your Information Mailbox number and password combination, ask your System Coordinator.

4. Press **OK** or **#**

The display shows:

```
Primary Greeting  
REC  PLAY  NEXT
```

5. Press **REC** or **1**

The display shows:

```
Record Greeting:  
RETRY PAUSE OK
```

6. At the tone, record the Primary Information Mailbox Greeting.

**Note:** For information about pause and continue while recording a greeting, refer to **Section 5: Leaving a message from a Norstar telephone**.

7. Press **OK** or **#** to end the recording.

The display shows:

```
Accept Greeting?  
RETRY  PLAY  OK
```

**Note:** To listen to your greeting before accepting it, press **PLAY**. To record your greeting again, press **RETRY**.

8. Press **OK** or **#** to accept the recording.

The display shows:

```
Primary Greeting  
REC  PLAY  NEXT
```

**Note:** To record an Alternate Information Mailbox Greeting, press **NEXT** or **3** and follow the instructions that appear on the display.

To end this Flash session, press **Rls**



---

## Your Personal Mailbox

# 4

### Introduction

Flash is a fully automated receptionist service that offers call routing and message taking services. This section describes how Flash works and covers:

- personalizing your mailbox
- initializing your mailbox
- recording your Primary and Alternate Greetings
- selecting a mailbox greeting
- Mailbox Options
- listening to messages
- recording a message
- Mailbox Administration
- changing a Company Directory name
- Greeting Options
- changing your mailbox password
- Off-premise Message Notification
- disabling Off-premise Message Notification
- changing the mailbox Directory Number (DN)

### Personalizing your mailbox

Personalizing your mailbox involves:

- initializing your mailbox
- recording your Primary Greeting
- recording your Alternate Greeting
- choosing which greeting you want to play

### Initializing your mailbox

Initializing a mailbox prepares the mailbox to receive messages. A mailbox cannot receive and store messages until it has been initialized. Initializing a mailbox involves:

- changing the Flash default password.

When your company's System Coordinator registers a mailbox, it is given a Flash default password. For all new mailboxes, this password is 0000 (four zeros).

- recording your name in the Company Directory

This establishes your "voice" name in a directory that is used by other Flash users and outside callers who search through the Company Directory.

**Note:** If you do not want your name to appear in the Company Directory, see your System Coordinator.

To initialize your Personal Mailbox:

1. Press  9 8 1

The display shows:

Pswd:			
QTHR	RETRY	OK	

**Note:** If you are using a Norstar telephone that has not been assigned to your Personal Mailbox, you must press **QTHR** to access the **Lo9:** display prompt. From the **Lo9:** display prompt, enter your mailbox number and the default password. If you are using a single-line display telephone, press **\*** at the **Pswd:** prompt to display the **Lo9:** prompt.



2. Enter <the default password 0000>

3. Press **OK** or **#**

The display shows:

```
Must change Pswd
```

4. Enter <your Personal Mailbox password>

**Note:** Your password must be between four and eight digits long. A password cannot start with zero.

5. Press **OK** or **#** to end your password.

The display shows:

```
Accept Password?  
YES NO QUIT
```

6. Press **YES** or **#** to accept your password.

The display shows:

```
Must record name
```

7. At the tone, record your name.

**Note:** When you record your name, remember to speak clearly and at a pace that is easy to understand. It is a good idea to include your mailbox number in your Company Directory recording. For example, "*Susan Partridge, mailbox number 41.*"

8. Press **OK** or **#** to end your recording.

The display shows:

```
Accept name?  
RETRY PLAY OK
```

**Note:** To replay your recording, press **PLAY** or **1**. To re-record your recording, press **RETRY** or **2**.

9. Press **OK** or **#** to accept your recording.

The display shows:

```
0 new 0 saved  
PLAY REC ADMIN
```

After your mailbox is initialized, you must record your Personal Mailbox Greetings. Refer to **Recording your mailbox greetings** and **Recording your Personalized Greeting** later in this section.

Your mailbox is now ready to receive messages. You can change both your password and your Company Directory name at any time. To change your password, refer to **Changing your mailbox password** later in this section. To change your Company Directory recording, refer to **Changing a name in the Company Directory** later in this section.

### Your Personal Mailbox Greetings

Personal Greetings are played to callers who reach your mailbox. There are two types of Personal Greetings: Primary and Alternate.

The purpose of both Greetings is to inform callers they have reached the correct mailbox and to give callers any necessary information or instructions. You can change the Primary and Alternate Greetings at any time.

**Note:** If you do not record any Personal Greetings, your Company Directory name recording plays to callers who reach your mailbox.

When you record your Primary and Alternate Greetings, you should include your name, extension, and a brief explanation that you are unable to answer the call personally. You can include in your Alternate Mailbox Greeting how long you plan to be away from your desk or office, and whether or not you are away on a business trip, vacation, or sick leave. You should also assure callers their messages will receive your prompt attention.

When recording your Personal Greetings, remember to speak clearly, with a pleasant voice, at a pace that is easy to understand. Do not speak too softly or too loudly, or make your greeting too lengthy. After recording a greeting, you should replay the greeting before accepting it to ensure the recording sounds the way you intended.

You can record or change a greeting from any Norstar telephone or, if you are away from the office, from any tone dial telephone.

**Note:** When you record a greeting, do not use Norstar's Handsfree feature. A better recording results if you speak directly into the handset.

#### Primary Mailbox Greetings

Your Primary Mailbox Greeting is recorded for everyday use. This greeting should include your name and a brief message explaining to callers that you are unable to answer their calls. Recording your greeting with a friendly voice, and the details of when you will be back at your desk to take calls, encourages callers to leave you a message. For example:

*"Hi. This is Paul Wayne. I'm not able to take your call right now. Please leave me a message at the tone and I will return your call as soon as possible."*

If you are a new mailbox owner, you should record your Primary Greeting immediately.

## Alternate Mailbox Greetings

In special circumstances, such as business trips, vacations, or sick leave, you will want to leave callers special information. For this reason, Flash provides you with an Alternate Greeting. This greeting is called the Alternate Mailbox Greeting. For example:

*"Hi. This is Paul Wayne. I am out of the office until Thursday, the 17th of December. Although I am out of the office, I do check my mailbox daily. Please leave me a message at the tone and I will return your call as soon as possible. Thank you."*

Because the Alternate Greeting is normally used for special circumstances, you do not have to record one until the need arises. You can select which greeting you want Flash to play. You can change the selection at any time, and as often as needed.

**Note:** After you have recorded your greetings, you must choose the greeting to be played. If you do not choose a greeting, the Primary Greeting plays automatically. Whenever you choose the Alternate Greeting, remember to change back to the Primary Greeting when your circumstances return to normal.

## Personalized Mailbox Greeting

A Personalized Greeting plays to callers based on the caller's telephone number. Flash recognizes the incoming telephone number that you assign and plays the Personalized Greeting. For example:

*"Hi Honey. I may have missed your call, but I don't want to miss meeting you for lunch. See you at noon."*

**Note:** Personalized Greetings are only available if your company subscribes to the calling line identification service from your local telephone company. For more information about calling line identification, ask your System Coordinator. When your telephone is on call forward, the Personalized Greeting does not play, the Primary Greeting plays.

### Recording your mailbox greetings

To record your Primary Greeting:

1. Press

The display shows:

```
Fswd:
OTHR  RETRY  OK
```

**Note:** Your unique password was determined when you first opened your mailbox and performed the initialization steps. If you are recording a greeting from a Norstar telephone extension that has not been assigned to your Personal Mailbox, press OTHR. The display shows the Lo9: prompt. When this prompt appears, enter your mailbox number and password. If you are using a single-line display telephone, press  at the Fswd: prompt to display the Lo9: prompt.

2. Enter <your password>

3. Press OK or

The display shows:

```
0 new  0 saved
PLAY  REC  ADMIN
```

4. Press ADMIN or

The display shows:

```
Mailbox admin
GREET  PSWD  QUIT
```

5. Press GREET or

The display shows:

```
Greeting options
RECORD  CHOOSE
```

6. Press RECORD or

The display shows:

```
Greeting:
PRIME  ALT  PERS
```

7. Press PRIME or

**Note:** Press ALT to record your Alternate Greeting. If you are changing your greeting, your current recorded Primary Greeting begins to play.

The display shows:

```
Record new?
YES  NO  QUIT
```

8. Press YES or

The display shows:

```
Record greeting?
```

9. At the tone, record your greeting.
10. Press OK or  to end your recording.

The display shows:

```
Accept greeting?  
RETRY  PLAY  OK
```

11. Press OK or  to accept your recording.

**Note:** You now have the options to RETRY (re-record) the greeting, or PLAY the greeting back. When you are satisfied with the greeting, press OK or  to return to the Mailbox Administration prompt.

Your greeting is now recorded.

After you have recorded your Primary and Alternate Greetings, you must choose the greeting to be played. If you do not choose a greeting, the Primary Greeting automatically plays. Refer to **Selecting a Personal Greeting** later in this section.

## Recording your Personalized Greetings

Personalized Greetings are only available if your company subscribes to the calling line identification service of your local telephone company. For more information about calling line identification, ask your System Coordinator.

To record your Personalized Greetings:

1. Press

The display shows:

```
Pswd:  
OTHR  RETRY  OK
```

2. Enter <your password>
3. Press OK or

The display shows:

```
0 new    0 saved  
PLAY  REC  ADMIN
```

4. Press ADMIN or

The display shows:

```
Mailbox admin  
GREET PSWD  QUIT
```

## 4 - 8 Your Personal Mailbox

---

5. Press GREET or

The display shows:

Greeting options			
RECORD	CHOOSE		

6. Press RECORD or

The display shows:

Greeting			
PRIME	ALT	PERS	

7. Press PERS or

The display shows:

Greeting:			
RETRY			OK

8. Enter <the greeting number>

The display shows:

Ph:none			
CHNG			OK

**Note:** You can assign a number from 1 to 3.

9. Press CHNG or

10. Enter the telephone number that you want to assign the Personalized Greeting to.

11. Press OK to accept the telephone number.

The display shows:

Record greeting:			
REC			OK

**Note:** You must assign a different telephone number to each Personalized Greeting Number.

12. At the tone, record your greeting.

13. Press OK or  to accept your recording.

**Note:** Press RETRY to re-record the greeting or PLAY to play the greeting back.

Repeat steps 5 to 13 if you want to record another Personalized Greeting.

To end the Flash session, press

## Selecting a Personal Greeting

For a Primary or Alternate Greeting to play, you must select a greeting. If you do not select a greeting, the Primary Greeting plays automatically. If you select the Alternate Greeting, remember to change back to the Primary Greeting at the appropriate time.

To select a Primary or Alternate Greeting:

1. Press

The display shows:

```
Pswd:
OTHR  RETRY  OK
```

2. Enter <your password>
3. Press OK or
4. Press ADMIN or

The display shows:

```
Mailbox admin
GREET  PSWD  QUIT
```

5. Press GREET or

The display shows:

```
Greeting options
RECORD  CHOOSE
```

6. Press CHOOSE or

The display shows:

```
Use Greeting:
PRIME  ALT  QUIT
```

7. Select the greeting you want to play.

Press PRIME or  to select the Primary Greeting.

Press ALT or  to select the Alternate Greeting.

The display changes to show: ~~Alt Greeting~~ and then ~~Mailbox admin~~

**Note:** If you have selected a greeting that is not yet recorded, you are transferred back to the Greeting Options to record the greeting.

Your Personal Mailbox Greeting is now selected and plays each time a caller chooses to leave a message in your mailbox. If you choose the Alternate Greeting, remember to change back to the Primary Greeting at the appropriate time.

### Mailbox Options

The Flash Open Mailbox Feature allows you to open your mailbox and access any messages left. To open your mailbox:

1. Press     and enter your password.

If you are calling from an outside telephone, press   to open your mailbox. At the prompt, enter your mailbox number and password. If you are calling from a Flash extension other than your own, when the display shows the **Passw:** prompt, press . The display shows: **Log:** Enter your mailbox number and password. To display the **Log:** prompt from a single-line display telephone, press  at the **Passw:** prompt.

Once in your mailbox, you can choose from six options. These options are referred to as the main mailbox menu.

- Listening to your messages** Selecting the Play option tells Flash to begin playing the messages in your mailbox. When someone sends you a message, your telephone display shows: **Message for you**. After opening your mailbox, Flash automatically plays Broadcast Messages. The Norstar display informs you of the number of messages in your mailbox. Urgent Messages are played next. Then, New Messages are played in the order received from first message (oldest) to last (most recent). Saved Messages are played last.
- Listening to your Saved Messages** Use this option to listen to the Saved Messages in your mailbox.
- Recording a message** Use this option to record a message and send it to one or more Flash Mailboxes.
- Mailbox Administration** With Mailbox Administration options you can record your name in the Company Directory, record and select Primary, Alternate and personalized Personal Greetings, change your password and establish Off-premise Message Notification.
- Operator** This option transfers you from your mailbox to an internal Operator, if one is available. This option does not appear on your display.
- To use the Automated Attendant** This option transfers you to the Automated Attendant. This option does not appear on your display.



## Listening to your messages

After you select the Play option, your messages will begin playing automatically. One set of options is available while a message is playing, and another set is available after a message has ended.

### Options while a message is playing

While you are listening to a message, you can:

- 1 1 **Replay** This option rewinds the message to the beginning and plays it again. Press <<< <<< on the display.
- 1 **Backup** This option rewinds the message nine seconds and resumes playing it from that point. Press <<< on the display.
- 2 **Pause/Continue** This option temporarily stops a message. When you stop the message, you have the option to play the previous message, continue playing the current message, or skip to the next message. You can stop and continue a message as many times as required.
- 3 3 **End of Message** This option allows you to skip all the way to the end of the message being played. To reach the end of the message, press >>> >>> on the display.
- 3 **Forward** This option advances the message nine seconds and continues playing from that point. Press >>> on the display. A message can be forwarded as many times as required.
- 4 **Previous** This option stops playing the current message and begins playing the previous one. This option is not shown on the display.
- 5 **Copy** This option allows you to send a copy of the message to one or more mailboxes. When you record an introduction to a message, the introduction must be more than three seconds long. This option is not shown on the display.
- 6 **Next** This option stops playing the current message and begins playing the next message in your mailbox. This option is not shown on the display. You can also press # # to listen to the next message.

- 7** **Envelope** This option plays the information on the message's envelope. The envelope information is similar to that on a letter sent through the postal service. It includes the date and time the message was sent and, if the message was internal, the directory name of the sender. This option is not shown on the display.
- 7** **7** **Save Message** This option saves the message being played. This option is not shown on the display.
- 8** **Erase** This option deletes the message being played. If you do not delete a message, it is automatically saved. Since your mailbox has limited message storage space, you should delete any messages you no longer need.
- 9** **Reply** This option allows you to reply to the message. Your reply to the sender can be either a message to the sender's mailbox, or a telephone call. Flash automatically sends your message to the sender's mailbox or dials the sender's extension.

If your company subscribes to the Calling Line Identification service from your local telephone company, you can reply to an outside caller. This option is not shown on the display.

- \*** **Volume Control** This option adjusts the volume of the message that is playing. The volume increases each time you press **\***. After three consecutive presses, the volume returns to the lowest level. This option is not shown on the display. Volume control does not apply to voice prompts.

**Note:** After listening to the messages left in your mailbox and exiting Flash, all messages you do not erase are automatically saved.

To end the Flash session, press **Rls**

## Options at the end of a message

After a mailbox message has played, you can:

- 1 **Replay** This option rewinds the message to the beginning and plays it again. This option is not shown on the display.
- 4 **Previous** This option plays the previous message. This option is not shown on the display.
- 5 **Copy** This option allows you to send a copy of the message to one or more mailboxes. When you record an introduction to a message, the introduction must be more than three seconds long. This option is not shown on the display when the message is from an inside caller.
- 6 **Next** This option plays the next message in your mailbox.
- 7 **Envelope** This option plays the information on the message's envelope. The envelope information is similar to that on a letter sent through the postal service. It includes the date and time the message was sent and, if the message was internal, the directory name of the sender. This option is not shown on the display.
- 7 7 **Save Message** This option saves the message being played. This option is not shown on the display.
- 8 **Erase** This option deletes the message that just played. If you do not delete a message, it stays in your mailbox indefinitely. Since your mailbox has limited message storage capacity, you should delete messages you no longer need.
- 9 **Reply** This option allows you to reply to the message that just played. Your reply to the sender can be either a message to the sender's mailbox or a telephone call. Flash automatically sends your message to the sender's mailbox or dials the sender's extension.  
  
If your company subscribes to the Calling Line Identification service from your local telephone company and Flash answers the call after two rings, you can reply to an outside caller. This option is not shown on the display.
- # **Next Message** This option plays the next message in your mailbox. This option does not appear on the display.
- \* **Quit** This option stops playing the message and replays the Mailbox Main Menu Options.

### Copy option

When you select the option to forward a copy of a message to a mailbox, you are first asked if you want to record an introduction to the message. When the message is listened to at the other end, your introduction is played first, followed immediately by the message.

You should record an introduction to a copied message. The message introduction you record must be at least three seconds long. You cannot forward a message with an introduction that is shorter than three seconds.

When recording an introduction, you use options to indicate you have finished recording, or to erase what you have recorded so far and start over. After you finish recording the introduction, you have options to erase and re-record, play, or accept the introduction and send it, with the message, to a mailbox.

When you select Send, you can choose a Delivery Option to mark a message Certified, Urgent, or Private. You can also enter the mailbox number of the person you want to send the copy to. If you do not know the mailbox number, you can find the mailbox owner in the Company Directory. If you change your mind about forwarding the message, you can select the Quit option. This returns you to the End of Message Options.

When you enter the mailbox number, your introduction and a copy of the message are automatically sent to the mailbox you selected. You then have options to send an additional copy of the introduction and the message to another mailbox, or to quit and return to the Listen to Messages menu. You can forward copies to as many mailboxes as you want.

**Note:** Messages marked Private cannot be forwarded to another mailbox.

## Reply options

The Reply option allows you to reply to a message sent by an internal or external caller. You reply to a message using the CALL option. When you select this, Flash dials the message sender's extension or number for you.

### Replying to an internal message sender

When you are replying to an internal message, you must first indicate how you want to reply to the message. You can reply by calling the message sender, or by sending a message of your own to the message sender's mailbox. If you change your mind, you can quit and return to the end of messages options.

To reply to a message by calling the message sender, you must first open the mailbox and listen to the message. After the message has played:

1. Press

The display shows:

```
Reply to msg
MSG CALL QUIT
```

2. Press CALL to call the message sender.

**Note:** To call a message sender, they must have a registered Flash Mailbox and an operating Norstar extension. Once you press CALL you are transferred to the message sender's extension.

To reply to a message by leaving a message you must select the MSG option and begin recording your reply at the tone. While recording the message, you can:

RETRY **Retry** This option erases what you have recorded so far and starts the recording session again. This option is not available on a Norstar single-line display telephone.

PAUSE **Pause/Continue** Selecting Pause temporarily stops the recording session. When you are ready to continue recording, select Continue. You can pause and continue as many as five times. If you are using a Norstar single-line display telephone, press

**OK** This option ends the recording session.

When you have finished recording your reply, you can:

1. **Play** This option plays your recorded reply. As it plays, you can select options to retry the recording, play it again, or send it.
  2. **Retry** This option erases your recorded reply and starts the recording session again.
  - # **Accept** When you select this option, Flash accepts your reply message.
  3. **Delivery Options** This option allows you to mark your messages Certified, Urgent, or Private before sending them. For more information about Delivery Options, refer to **Section 5, Assigning Message Delivery Options**.
  - # **Send** When you select this option, Flash automatically delivers your reply to the message sender's mailbox.
- QUIT Erases the message and replays the Mailbox Main Menu Options.

### Replying to an external message sender

Before you can reply to an external caller, your mailbox must be assigned an outdial route and you must be using a two-line display phone. You cannot reply to an external caller from a single-line display.

To reply to an external message, you must first open the mailbox and listen to the message. After the message has played:

1. Press

The display shows:

2917777	403	
DIAL	TRIM	QUIT

2. Press DIAL to call the message sender.

**Note:** Press TRIM to remove digits from the beginning of the caller's telephone number. This automatically removes the area code from an incoming long distance call. If you want to return the call, you must add more digits to the beginning of the telephone number. Simply press the digits required. For example, if you want to put 1403 in front of the number, press 1403 and the number becomes 1-403-291-7777.

After you call the message sender, your session with Flash ends.

## Record a message

When you open your mailbox, the Record a Message option is available on the Mailbox Main Menu. When you select this option, record your message at the tone. While recording, you have three options:

**RETRY** **Retry** This option erases what you have recorded and starts the recording session again. This option is not available on a Norstar single-line display telephone.

**PAUSE** **Pause/Continue** Selecting Pause temporarily stops the recording session. When you are ready to continue recording, select Continue. You can pause and continue as many as five times. On a Norstar single-line display telephone, you can press **2** to **Pause** and **2** to **Continue**.

**#** **OK** Select this option to tell Flash you have finished recording your message.

When you have finished recording your message, you can:

**1** **Play** This option plays your recorded message. As it plays, you can select options to retry the recording, play it again, or send it.

**2** **Retry** This option erases your recorded message and starts the recording session again.

**#** **Accept** This option accepts your message. You must enter the mailbox number of the person(s) you want to send the message to or use the Company Directory Option.

**3** **Delivery Options** This option allows you to mark your messages Certified, Urgent, or Private before sending them.

**#** **Send** When you select this option, Flash automatically delivers your message to a mailbox.

**\*** **Quit** This option erases the message and replays the Mailbox Main Menu options.

After you have sent your message, you can send a copy of the message to another mailbox, or you can quit and select another option from the Mailbox Main Menu. If you choose to send a copy of the message you recorded to another mailbox, you are asked to enter the mailbox number, as before.

### Mailbox Administration

There are four Mailbox Administration options:

- **Directory name** This option is used to record or re-record your name in the Company Directory. The option does not appear on your display.
- **Greetings** This option is used to record your Primary and Alternate Greetings, and to choose which greeting you want played.
- **Password** This option allows you to change your mailbox password.
- **Off-premise Message Notification** This option allows Flash to notify you at another Norstar extension, a remote telephone number or pager when a message is left in your mailbox.

### Changing a name in the Company Directory

This option allows you to change your name in the Company Directory. To use this option, you must open your mailbox using the Open Mailbox feature.

To record your Company Directory name:

1. Press
2. Enter <your mailbox password>
3. Press  or

The display shows:

```
0 new      0 saved
PLAY REC ADMIN
```

4. Press ADMIN or

The display shows:

```
Mailbox admin
GREET PSWD QUIT
```

5. Press

**Note:** This is a voice prompt option. It does not appear on the option line of a Norstar two-line display telephone.

6. At the tone, record your name.

**Note:** It is a good idea to include your mailbox extension number in your recording.



7. Press **OK** or **#** to end your recording.
8. Press **OK** or **#** to accept your recording.

While recording your Company Directory name, you can:

**RETRY** **Retry** This option erases what you have recorded so far and starts the recording session again. This option is not available on a Norstar single-line display telephone.

**#** **OK** Select this option to tell Flash you have finished recording your name.

When you have completed recording your name, you can:

**1** **Play** This option plays your recorded name. As it plays, you can select options to retry the recording, play it again, or accept it.

**2** **Retry** This option erases your recorded name and starts the recording session again.

**#** **OK** This option tells Flash you are satisfied with the recorded name. If the System Coordinator has assigned your name to appear in the Company Directory, the recording is automatically placed in the Company Directory.

**\*** **Star** This option erases your recorded name and replays the Mailbox Administration menu options.

To end this Flash session, press **Rls**

### Greeting Options

You have two Greeting Options:

- 1 **Record** This option allows you to record your Primary or Alternate, or Personalized Greeting.
- 2 **Choose** This option is used to tell Flash which greeting to play. If you do not choose a greeting, Flash plays your Primary Greeting to incoming callers.

**Note:** When you record your personalized greeting, it only plays for the incoming number that you specify.

#### Record option

When you select the Record option, indicate whether you want to record your Primary or Alternate Greeting.

If you have a recorded greeting, it begins to play.

After the greeting has played, or if you have no recorded greeting, you are given options for recording a new greeting:

- 1 **Yes** Selecting this option tells Flash to begin a recording session.
- NO **No** This option returns you to the Greetings menu. This option is not available on a Norstar single-line display telephone.
- QUIT **Quit** This option returns you to the Mailbox Administration menu options.
- \* **Star** This option erases your newly recorded greeting and replays the Mailbox Administration menu options.

When you have finished recording your greeting, you can:

- 1 **Play** This option plays your recorded greeting. As it plays, you can select options to retry the recording, play it again, or accept it.
- 2 **Retry** This option erases your recorded greeting and starts the recording session again.
- # **OK** Selecting this option tells Flash you are satisfied with the recorded greeting. After you accept a recording, you are returned to the Mailbox Administration menu.

## Selecting a greeting

When selecting which greeting is going to play, you can press:

- 2 **Choose** This option allows you to record or choose which greeting will play.
- 1 **Primary** This option tells Flash to play your Primary Greeting to all callers.
- 2 **Alternate** This option tells Flash to play your Alternate Greeting to all callers.

**Note:** If you choose a greeting that has not yet been recorded, you are automatically transferred back to the Greeting Options Menu to record your greeting.

- \* **Star** This option returns you to the Greeting Options Menu.

**QUIT** **Quit** This option returns you to the Mailbox Administration menu.

## Changing your mailbox password

Your password was created when you first initialized your mailbox. Your mailbox password can be changed at any time. Keep your password in a safe place, and avoid giving it to your colleagues. When determining what your password will be, remember, a password must be between four and eight digits long. A password cannot start with zero (0).

Your mailbox password is used to keep your voice messages private and confidential. If someone else knows your password, they can access your mailbox and listen to or delete your messages. They may also be able to access your Norstar system and use it fraudulently or disrupt service.

We recommend you change your mailbox password on a regular basis, for example, every 30 days. By changing your password regularly, you decrease the chance that someone will discover your password and gain access to your system.

To change your password:

1. Press  9 8 1

The display shows:

Pswd:			
OTHR	RETRY	OK	

## 4 - 22 Your Personal Mailbox

---

2. Enter <your old password>
3. Press **OK** or **#**
4. Press **ADMIN** or **8**

The display shows:

```
Mailbox admin
GREET PSWD QUIT
```

5. Press **PSWD** or **4**
6. Enter <your new mailbox password>
7. Press **OK** or **#** to end your password.

The display shows:

```
Accept Password?
YES NO QUIT
```

8. Press **YES** or **#** to accept your new password.

While you are entering your new password, you can:

- \*  **Retry**** This option erases what you have entered so far and starts password entry over again.
- #  **OK**** Select this option to tell Flash you have finished entering your new password.

When you have finished entering your new password, you are given three options:

- #  **Yes**** Selecting this option tells Flash you are satisfied with the new password. The new password is installed and you are returned to the Mailbox Administration menu.
- NO  **No**** This option erases the password you just entered and starts password entry over again. This option is not available on a Norstar single-line display telephone.
- \*  **Quit**** This option erases the password you just entered and returns you to the Mailbox Administration menu. Your password is not changed.

To end this Flash session, press **Rls**

## Off-premise Message Notification

Off-premise Message Notification, to any telephone number or to a pager, alerts you when messages are left in your mailbox. Off-premise Message Notification is assigned in the Flash Class of Service designation by your System Coordinator. You can administer Off-premise Message Notification from any tone dial telephone. You can also direct your Off-premise Message Notification to any tone dial telephone.

You can assign up to five telephone numbers. When the number of retry attempts is reached, the next telephone number in the series is called. For example: a user can assign a car telephone number first. If there is no answer after the specified number of rings, the call then rings at the home number. If there is no answer the call then rings at the pager number and so on. The number of retry attempts and intervals are determined by the Class of Service.

### Setting Up Off-premise Message Notification parameters

Setting up Off-premise Message Notification involves establishing a destination telephone number, selecting whether or not you are using a telephone or pager, determining a notification time range, and selecting what type of messages you receive. When you have set the Off-premise Message Notification parameters, Message Notification is enabled automatically.

**Note:** A notification time range establishes how long Message Notification is in effect.

To set up Off-premise Message Notification parameters, you must first open your mailbox using the Open Mailbox Feature Code. After you have opened your mailbox:

1. Press **ADMIN** or **8** to open Mailbox Admin Menu.
2. Press **6** to open the Message Notification Menu.

The display shows:

```
Msg notify
ADMIN SELECT
```

3. Press **ADMIN** or **1** to set up Message Notification.

The display shows:

```
Outdial:<1>
SETUP NEXT OTHR
```

## 4 - 24 Your Personal Mailbox

---

4. Press **SETUP** or **1** to assign first notification number.

The display shows:

Outdial:<none>			
LINE	POOL	IC	

5. Press **LINE** or **1** to select a specific outgoing line.

**Note:** Pressing **POOL** or **2** selects a line within a line pool. Pressing **IC** or **3** selects an intercom line. If you press **IC** you must enter an extension number, accept the number and go to step 12.

6. Enter <the Line, Pool, or Intercom number>

7. Press **OK** or **#** to end the number.

The display shows:

Accept: <x>			
RETRY			OK

8. Press **OK** or **#** to accept the Line, Pool or Intercom number.

The display shows:

Dest Ph:			
RETRY			OK

9. Enter <the destination telephone number>

**Note:** The destination telephone number cannot be longer than 30 digits.

While you are entering the destination telephone number, you can press **#** and then use options and insert special characters, including:

- press **1** to review
- press **2** to enter more digits
- press **3** to enter a timed pause (4 seconds)\*
- press **4** to recognize dial tone (1.5 seconds)\*
- press **5** to insert a “#”\*
- press **6** to insert a “\*” (not voice prompted)\*
- press **9** to access an outside line

- press **\*** to cancel and retry
- press **OK** or **#** to access digits and any required pauses
- follow <the voice prompts

\*Special characters

**Note:** The Timed Pause special character appears as a "P" on the display. The Recognize Dial Tone special character appears as a "D".

For example, when Flash is installed on Norstar behind PBX or Centrex+ and you want to access an outside line and recognize dial tone, enter **9 # 4 2 5 5 5 1 2 3 4**

where: **9** accesses an outside line  
**#** specifies the next digits are special characters  
**4** recognizes dial tone  
**2** specifies the next digits are numbers to be dialed  
**5 5 5 1 2 3 4** is the telephone number dialed

**Note:** Timed pauses must be entered after the pager number to activate Pager Notification. Each pause entered is four seconds long. Do not use more than four pauses. If the Destination Type is Telephone or Intercom, timed pauses are not required.

For example, to reach your pager, enter the following:

**9 # 4 2 5 5 5 1 2 3 4 # 3**

where: **9** accesses an outside line  
**#** specifies the next digits are special characters  
**4** recognizes dial tone  
**2** specifies the next digits are numbers to be dialed  
**5 5 5 1 2 3 4** is the telephone number dialed  
**#** specifies the next digits are special characters  
**3** inserts a timed pause

10. Press **OK** or **#** to end the destination telephone number.

The display shows:

<xxxxxxx>		
PAUSE		OK

11. Press **OK** or **#** to accept the telephone number.

The display shows:

Type: Phone		
CHNG		OK

12. Press **OK** or **#** to accept the Destination Type.

**Note:** To change the Destination type, press **CHNG** or **1**. The Destination Type can be either Phone or pager. Flash automatically selects Phone. When the Destination Type Pager is selected, proceed to step 20.

13. Press **OK** or **#**

The display shows:

Start h:mm:		
RETRY		OK

**Note:** If the message Destination Type is a Phone, you must set a start time.

14. Enter <the Off-premise Message Notification start time>

The display changes to show:

<start time>		
RETRY	AM	PM

**Note:** The start and stop times apply to all five notification numbers. This is a four-digit field. Any single-digit hour and minute must be preceded by a zero.

15. Enter **AM** or **1** or **PM** or **2**

16. Press **OK** or **#** to accept the time.

The display shows:

Stop h:mm:		
RETRY		OK

17. Enter <the time when Off-premise Message Notification is to stop>

The display changes to show:

<stop time>		
RETRY	AM	PM

**Note:** This is a four-digit field. Any single-digit hour and minute must be preceded by a zero.

18. Enter **AM** or **1** or **PM** or **2**

19. Press **OK** or **#** to accept the stop time.

The display shows:

Msg type:	new	
CHNG		OK



20. Press **OK** or **#** to accept the Message Type New.

**Note:** The default Message Type is New. This means you are notified whenever you receive a New message. Changing the Message Type to Urgent means you are only notified when you receive an Urgent Message

The display shows:

```
Outdial:<1>  
SETUP  NEXT  OTHR
```

21. Press **\*** to return to the Message display.

Repeat steps 2 through 20 for each additional telephone or pager number required. The maximum number of Message Notification telephone numbers is five.

Off-Premise Message Notification begins when the start time is reached. It is a good idea to set the start time for the time you will be at the destination phone number. You will be called whenever you receive a message.

To end this Flash session, press **Rls**

### Enabling and Disabling Off-premise Message Notification

Off-premise Message Notification can be enabled or disabled at any time. Disabling does not affect any of the parameters assigned to Off-premise Message Notification. Enabling means you will be notified whenever you receive a Flash Message during the time you specified.

To assign Off-premise Message Notification, you must first open your mailbox using the Open Mailbox Feature Code. After you have opened your mailbox:

1. Press ADMIN or **8**

2. Press **6**

The display shows:

```
Msg notify
ADMIN SELECT
```

3. Press SELECT or **2**

The display shows:

```
Notify on
CHNG TIME QUIT
```

**Note:** Pressing TIME allows you to verify the start and stop time parameters.

4. Press CHNG or **1**

The display shows:

```
Notify off
CHNG TIME QUIT
```

**Note:** Press CHNG to return to Notify on

5. Press QUIT or **\*** to return to the Mailbox Administration menu.

Off-premise Message Notification is now assigned. To end this Flash session, press **Ris**

## Changing Off-premise Message Notification

To change the Off-premise Notification parameters from any tone dial telephone, you must first open your mailbox using the Open Mailbox Feature Code. After you open your mailbox:

1. Press **ADMIN** or **[8]** to open the Mailbox admin Menu.
2. Press **[6]** to open the Message Notification Menu.

The display shows:

```
MSG notify
ADMIN SELECT
```

3. Press **ADMIN** or **[1]** to change Message Notification.

The display shows:

```
Outdial:<1>
SETUP NEXT OTHR
```

4. Press **SETUP** or **[1]** to change the first notification number.

The display shows:

```
Outdial:<X>
LINE POOL IC
```

**Note:** Press **NEXT** or **[2]** to assign additional numbers. Press **DEL** or **[3]** to delete and **[#]** to accept an outdial number.

5. Press **LINE**

The display shows:

```
Line: <X>
CHNG OK
```

**Note:** You can also select **POOL** or **[2]** or **IC** or **[3]**

6. Press **CHNG** or **[1]**

**Note:** If you do not wish to change the Line, Pool or Intercom number, press **OK** or **[#]** and proceed to step 10.

7. Enter <the new line, Pool or intercom number>
8. Press **OK** or **[#]** to end the number.
9. Press **OK** or **[#]** to accept the Line, Pool, or intercom number.

**Note:** If you are entering an Intercom number, go to step 17 after accepting the Intercom number.

10. Press **CHNG** or **[1]** to change the Destination telephone number.

The displays shows:

```
Dest Ph:
RETRY OK
```

If you do not wish to change the destination telephone number, press **OK** or **[#]** and proceed to step 14.

## 4 - 30 Your Personal Mailbox

---

11. Enter <the new destination number>

**Note:** The destination telephone number cannot be longer than 30 digits.

12. Press OK or  to end the telephone number.
13. Press OK or  to accept the telephone number.
14. Press CHNG or  to change the Destination Type.

The display shows:

Type:	Phone			
CHNG				OK

**Note:** The Destination Type can be either Phone or Pager.

15. Press OK or  to accept the Destination Type Phone.

**Note:** When assigning the Destination Type Pager, proceed to step 25.

16. Press OK.

The display show:

Start	<xxxx>			
CHNG				OK

17. Press CHNG or  to change the start time.

The display show:

Start	hhmm:			
RETRY				OK

18. Enter <the time when Off-premise Notification is to start>

The display changes to show:

<Start time>				
RETRY	AM			PM

**Note:** This is a four-digit field. Any single-digit hour and minute must be preceded by a zero.

19. Press AM or  or PM or .
20. Press OK or  to accept the start time.

The display shows:

Stop	<xxxx>			
RETRY				OK

21. Press CHNG or  to change the stop time.

**Note:** If you do not wish to change the time, press OK or .

22. Enter <the time when Off-premise Message Notification is to stop>

The display changes to show:

<stop time>		
RETRY	AM	PM

**Note:** This is a four-digit field. Any single-digit hour and minute must be preceded by a zero.

23. Press AM or  or PM or
24. Press OK or  to accept the stop time.

The display shows:

Msg type:	new	
CHNG		OK

25. Press CHNG or  to change the Message Type.
26. Press OK or  to accept the Message Type and return to the Outdial:\* display.

Repeat steps 2 through 26 for each additional telephone number. The Maximum number of Message Notification numbers is five.

To end this Flash session, press



---

## The Leave Message feature

# 5

### Introduction

The Flash Leave Message feature is used inside your company to quickly access another user's mailbox. Using this feature, you can:

- leave a message
- assign Message Delivery Options
- access the Company Directory
- open your Personal Mailbox
- transfer an outside caller to a mailbox

This section describes each of the options contained in the Flash Leave Message feature. It also describes the different types of messages you are able to send, and the types of messages you might receive in your own Personal Mailbox.

### Using the Leave Message feature

The Flash Leave Message feature is assigned a special three-digit code, similar to the Open Mailbox Feature Code. The default Leave Message Feature Code is 980.

To use the Leave Message Feature Code, press

The Leave Message display shows:

```
Mbox:
DIR          QUIT
```

**Note:** DIR does not appear when directory access is disabled. If you are using a single-line display telephone, the option line showing DIR and QUIT does not appear. These options are played immediately by the Flash voice prompt. To use the Company Directory, press  To end the Flash session, press

You can also leave a message in a mailbox using the Open Mailbox Feature Code. The Open Mailbox Feature Code is 981.

To use the Open Mailbox Feature Code, press

The display shows:

```
Pswd:
OTHR  RETRY  OK
```

The voice prompts instruct you through each step of leaving your message.



## Assigning Message Delivery Options

Message Delivery Options allow you to assign a Delivery Option to any message you send to a mailbox. After you have recorded and accepted your mailbox message, to access Message Delivery Options, press  or OPTS

**Note:** During a Feature 980 session, the OPTS button does not appear. You must press  to move to the Delivery options display.

To assign one of the Delivery Options, press the appropriate Delivery Option button.

There are four Message Delivery Options:

Certified CERT or  This option sends you notification that your message has been received and read.

Urgent URGENT or  This option marks the message urgent, and plays it before playing other messages left in the mailbox.

Private PRIV or  This option prevents a message from being forwarded to another mailbox.

Normal SEND or  or  This option sends a message to a mailbox. Normal messages are listened to in the order they are received, and can be forwarded to other mailboxes. You can also replace the handset to send a message normally.

This option cancels all Delivery Options. During a Feature 980 session, pressing  moves you to the Delivery options display.

### Using the Company Directory Option

The Company Directory Option allows you to search through the list of registered mailbox owners by entering their last names on the dialpad button. Access to the Company Directory may be turned On or Off by the System Coordinator.


**Note:** You cannot select a Group List from the Company Directory. When you are leaving a message to a Group List, ensure that you get a mailbox list from the System Coordinator. This list shows you all the mailboxes in the group. For more information about Group Lists, refer to **The different types of Flash Messages** later in this section.

### Selecting the Company Directory Option

To use the Company Directory Option, you must use the Leave Message feature. To access the Company Directory:

1. Press **DIR** or **#**

The display shows:

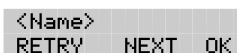


Last name:      OK

**Note:** To view all the names in the Company Directory, press **#** and **NEXT** or **1**

2. Using the dialpad, enter the first four letters of the mailbox owner's last name.

The display shows:



<Name>      RETRY      NEXT      OK

**Note:** When the mailbox owner has fewer than four letters in their last name, press the buttons on the dialpad that spell out the entire last name, then press **OK** or **#**

3. To accept this mailbox owner, press **OK** or **#**

The display shows:



<Name>

4. The Primary Greeting plays, and the display changes to show:

```
Record message:  
RETRY PAUSE OK
```

**Note:** Press  to select another mailbox.

5. Record your message.
6. Press  or  to end the recording.

**Note:** To listen to your message before sending it, press  or . To record your message again, press  or .

7. Press  to access Delivery Options.
8. Select a Delivery Option.
9. Press  or  or  or replace the handset.

If you are using a Norstar display telephone, the mailbox owner's name appears on the command line. After you have accepted the mailbox owner, you are greeted with the mailbox owner's Personal Greeting.

**Note:** When a mailbox owner does not have a Personal Greeting recorded and selected, the name recorded in the Company Directory plays.

## Leaving a message from a Norstar telephone

After you have opened the Leave Message feature and entered a mailbox number, the mailbox owner's name appears on the display. When you enter a Group List number, the Group List name appears on the display. At this point, you can choose to leave a message for a mailbox owner, Group List members, or you can select another mailbox.

To accept the mailbox and leave a message:

1. Press  or .

After you have accepted the mailbox, you are greeted with one of the mailbox owner's Personal Greetings.

The display shows the mailbox owner's name and changes to show:

```
Record message:
```

## 5 - 6 The Leave Message Feature

---

2. At the tone, record your message.

The display changes to show:

```
Record message:
RETRY PAUSE OK
```

If you need to re-record your message, press RETRY

**Note:** Remember to speak directly into the handset, clearly and at a pace that is easy to understand.

3. Press OK or # to end your recording.

The display shows:

```
Message options:
RETRY PLAY SEND
```

4. Press 3 to assign a Delivery Option.

**Note:** If you do not assign a Delivery Option, you can press SEND or # after step 3 and your message is sent normally.

### Leave Message options

After you have completed recording your message, you can assign a Delivery Option before you send your message. Other Flash Message Options allow you to play, accept, or retry the recording before you send your message.

To play your message, press PLAY or 1. This allows you to listen to the message you just recorded. Playing a message ensures that your message contains all the details you wanted. You can also check to see if any background noise made your message inaudible. While you are playing your recorded message, you can retry the recording, play it again, or send the message to the mailbox you selected.

To retry your message, press RETRY or 2. This allows you to re-record your message.

To assign a Delivery Option, press 3.

To send your message without assigning a Delivery Option, press SEND or press #.

To cancel recording and select another mailbox, press \*.

After you send your message, the display shows:

```
Leave message
NEW MBOX
```

To leave another message in a new mailbox, press NEW or 1.

## Opening your mailbox after leaving a message

After you have left a message in a mailbox, you have the option to open your Personal Mailbox.

To open your Personal Mailbox after leaving a message:

1. Press **MBOX** or **\*** **\***

The display shows:

Pswd:			
OTHR	RETRY	OK	

2. Enter <your mailbox password>
3. Press **OK** or **#**

You are now in your Personal Mailbox and have access to all the Mailbox Options.

## Transferring a caller to a Flash Mailbox

Any time a caller wants to leave a message in a mailbox, you can easily transfer the caller from your Norstar telephone. You can transfer a call to any mailbox registered and initialized with Flash.

To transfer a call to a mailbox from your Norstar telephone:

1. Press **Feature** **9** **8** **6**

**Note:** Do not press hold.

2. Enter <the mailbox number or use the Company Directory>

**Note:** Do not use the Internal Autodial Feature.

To end this Flash session, press **Rls**

## The different types of Flash Messages

There are two types of messages that you can send:

- a single message to a mailbox
- a Group Message

## 5 - 8 The Leave Message Feature

---

Since we have already explained about sending a message and Message Delivery Options, the following section only discusses sending the same message to several mailboxes.

### **The Flash Group Message**

A Group Message sends the same message to mailboxes in a Group List. You can send a Group List message the same way you send all Flash Messages. All Group Lists are created by your company's System Coordinator.

#### **About the Group List**

A Group List is a collection of mailbox numbers. When you send a message to a Group List, each mailbox in the Group List receives the same message. Your System Coordinator should publish a list of the mailboxes in each Group List so that each mailbox owner knows which mailboxes receive the Group List message.

Your own mailbox is the exception to this rule. When you are a member of a Group List, and you send a message to the mailboxes included in the list, your mailbox does not receive your message.

If you would like a Group List for your specific needs, ask your System Coordinator to create a Group List for you. When you give the System Coordinator the information, you should include:

- all the mailbox owners' names
- a list of the mailbox numbers
- the Group List name

### **Broadcast Messages**

There might be times when you open your Personal Mailbox and a message plays immediately. Do not be alarmed. This is a Broadcast Message left by your System Coordinator. This type of message can only be sent by your System Coordinator. Make sure you listen to the entire message. After it plays, the message is automatically deleted from your mailbox.

---

## Telephone etiquette

# 6

### Introduction

Flash is an easy to use, powerful voice messaging system. It is designed to save you time and increase your job productivity. This section describes some easy to follow guidelines for operating Flash.

### Telephone etiquette

To take advantage of Flash and its many features, please follow these suggestions:

**Listen to your messages frequently.** Paying prompt attention to your messages encourages callers to use Flash, and reassures them it is as reliable as speaking with you personally.

**You do not have to be at your desk to play your messages.** You can do this from any tone dial telephone.

**Clean up your mailbox.** There is limited message storage in your mailbox, and within Flash. Do not save messages unless you need to listen to them again. When you are finished with a message, erase the message to free up storage space for yourself and other mailbox owners.

**Keep a record of your password in a secure place.** Treat your Flash password just as you would a secret code. Write down your password and keep it in a safe place. Do not keep your password near your telephone. If you let someone else have temporary access to your mailbox, change your password afterwards. If you forget your password, the System Coordinator can reset it to the default password 0000. You can then enter a new password.

**When sending messages, make them short and to the point.** More than 75% of the time spent on a normal business telephone call consists of making small talk, pleasantries, and other socializing. Sending a message rather than making a call can save you time. Although you should avoid sounding hurried, impersonal, or rude, try to confine your messages to the essentials.

**Change your Primary Greeting frequently.** It is a good idea to change your Primary Greeting on a regular basis. Changing your greeting indicates that you listen to your messages and maintain your mailbox on a regular basis. Changing your Primary Greeting provides a personal touch that frequent callers will appreciate.

**Make your Alternate Greeting specific.** Choosing an Alternate Greeting usually means something out of the ordinary is happening. Your greeting should fully explain your situation without becoming too personal. If you are out of the office, specify when you expect to return. If you will be checking your mailbox even though you are out of the office, make that clear. If callers can reach you at another telephone number, ensure your message includes the telephone number and the length of the temporary arrangement. If you are going to be out of the office, remember to forward your telephone to Flash.

**Vacation alert/Travel alert.** Begin this greeting by announcing your vacation or travel plans. This gets the attention of the caller. For example, "Vacation alert! Hi, this is Chris. I will be on vacation the entire week of the 5th. If you care to do so, please leave a message and I will return your call when I return from vacation. For immediate assistance, press zero."

**Take care when recording your greetings and messages.** For a better quality recording, speak directly into the handset. Do not use the Handsfree feature. Remember to speak clearly with a pleasant voice at a pace that is easy to understand. Do not speak too softly or loudly or make the greeting or message too lengthy. After recording a greeting or message, you can play it back before accepting it to make sure the greeting or message sounds the way you intended.



**Do not forget to use the Copy and Reply features.** You can use Flash to send copies of messages to other mailboxes and reply to messages with a message of your own. When sending copies of messages to other people, ensure your introduction explains why you are forwarding a copy of the message. Is the copy for information only? Should the message have originally been sent to the person to whom you are forwarding it? Whose responsibility is it to take action on the message?

**Use Group Lists for multiple copies of messages.** If you find that you regularly send the same message to several different people, ask the System Coordinator to create a Group List for you. With a Group List, you can send the same message to all the mailboxes in the Group List.

**Encourage Flash use.** Old habits are sometimes hard to break, and some people have difficulty accepting or even trying new technologies. Use your Personal Mailbox and other Flash features, and encourage your colleagues and frequent callers to use them too.

**Report problems promptly.** Should you encounter problems using Flash, report the trouble to the System Coordinator as soon as possible. Send a message to the System Coordinator and explain the problem.



---

## Troubleshooting

# 7

### Introduction

This section describes some problems that might occur while you are using Flash. This section covers:

- Full mailboxes
- Lost passwords
- Company Directory
- Timeout

The problems you encounter while using Flash are usually operating problems. Sometimes a difficulty might occur that would indicate a system problem with the Flash module. When strange or unusual happenings occur that are not covered in this section, report them to your System Coordinator immediately.

**Note:** Custom Call Routing and the Automated Attendant are not available on the Flash Voice Mail Light system.

### **The Automated Attendant seems to transfer some callers to the General Delivery Mailbox.**

Flash requires a tone signal and a minimum voice level. If a response is not received, the caller is automatically transferred to the receptionist or Designated Operator. If the operator is not available, the call is transferred to the General Delivery Mailbox.

The extension being called may not have a mailbox assigned. Ask your System Coordinator to verify that the mailbox is assigned.

### **My telephone cannot be forwarded to Flash.**

If you are attempting to forward your telephone to Flash and the display shows **Forward denied** you might be forwarding to the wrong extension. Use Feature Code 985 to verify you are calling the Flash DN.

### **Feature 981 produces a LOG prompt on my Norstar display.**

Whenever the **LOG** prompt appears on the display, it could be caused by:

- The station you are using may not have an operating mailbox. If the telephone does not have a mailbox, Flash requests both a mailbox number and a password.
- A Guest Mailbox, which normally does not have an assigned extension. Ask your System Coordinator to verify that your extension number is properly assigned to your mailbox.

### **My mailbox is not accepting messages.**

A mailbox will not accept messages when:

- A mailbox is full. When a mailbox is full, you must delete all or some of the messages in the mailbox.
- The mailbox is not initialized. A mailbox cannot receive messages until it has been initialized by the mailbox owner. Initialize your mailbox. Refer to the **Flash Quick Reference Guide**, or to **Section 4: Initializing your mailbox**.

### **I have forgotten my mailbox password.**

A forgotten password cannot be recovered. Your old password must be reset to the default password 0000. After the System Coordinator has reset your password, you must open your mailbox and change the default password.

### **My name is not played in the Company Directory.**

Check to ensure that your mailbox has been initialized. If it is not initialized, your name is not played in the Company Directory and your mailbox cannot receive any messages. If you have recorded your directory name, ask your System Coordinator to ensure that the Company Directory Override is not set to NO.

## Flash Timeout

Flash's Timeout feature allows five seconds for you to make your option choice. When Flash does not detect an option selection, the Automated Attendant replays the option list. If an option is still not selected, Flash ends the session.

**Note:** Flash has minimum voice level detection. When Flash does not detect an audio signal, it requests the caller to speak louder and provides the option to re-record. If no voice level is detected after the prompt, Flash ends the session.

## Messages are cut off

If people need to leave long messages in your mailbox (up to 10 minutes), you can ask the System Coordinator to assign a Class of Service to your mailbox which allows more message recording space.

## Mailbox full too often

If you find that you need more message time in your mailbox, you can ask your System Coordinator to assign a Class of Service to your mailbox that allows longer message time.

## Wrong prompt language

If the wrong language appears on the display of your Norstar telephone, ask the System Coordinator to change your mailbox Class of Service.

## Off-premise Message Notification does not work

If Off-premise Message Notification does not work, ask the System Coordinator to check the notification parameters. Also, ask the System Coordinator to check your mailbox Class of Service, ensuring Off-premise Message Notification is allowed. Ensure the destination telephone number and time parameters are correct and enabled.



## Appendix A: Default values and tone commands

### Default mailbox numbers for the Special Mailboxes:

Mailbox number length	Default General Delivery Mailbox number	Default System Coordinator Mailbox number
2	10	12
3	100	102
4	1000	1002
5	10000	10002
6	100000	100002
7	1000000	1000002

**Note:** When the Group List leading digit is one (1) then the default Special Mailbox numbers begin with the number two (2).

### DTMF tone commands for setting up Off-premise Message Notification:

Option function	Dialpad button
Review number	[1]
Enter more digits	[2]
Insert a timed pause (4 sec)	[3]
Recognize dial tone (1.5 sec)	[4]
Insert a # button tone	[5]
Insert a * button tone	[6]
Access an outside line	[9]
Accept number	[#]
Cancel and re-enter	[*]

**Note:** When Flash is installed with PBX or Centrex+ and you want to access an outside line, you must enter the command to recognize dial tone. For example, enter [9] to access an outside line, press [#] then enter [4] to recognize dial tone, press [2] to enter more digits. Enter the destination number, press [#] and any required pauses. Each pause entered is four seconds long. For definitions of Pause, Recognize dial tone and Enter more digits, refer to the **Glossary**.



## Glossary

**Note:** The Automated Attendant (AA) is not available on the Flash Voice Mail Light system.

### **Administration**

The tasks involved in maintaining the Flash Mailboxes, greetings and set up configuration.

### **Alternate Greeting**

A greeting recorded for a Personal Mailbox and played on exceptional occasions such as absence, illness, or vacation.

### **Analog Terminal Adapter**

A Norstar product that allows for the connection of an analog device, such as a single-line telephone or a facsimile machine, to a Norstar KSU.

### **Attendant sign On/Off**

The task performed by a company receptionist or Designated Operator that indicates to Flash when an Operator is available to answer calls.

### **Automated Attendant**

The Flash answering service that answers incoming calls with a Company Greeting, plays a list of Flash Options to a caller, and performs call routing functions in response to a caller's dialpad selections.

### **Broadcast Message**

A message that can only be sent by the System Coordinator. This type of message is played in all initialized Personal Mailboxes and plays immediately after the mailbox is opened. It is automatically deleted after the mailbox owner listens to the message.

### **Business Status**

A Flash setting that tells Flash whether a company is open or closed for business. Business Status is not available on the Flash Voice Mail Light system.

### **Class of Service**

A predetermined number designation that specifies the Flash Options for a mailbox.

### **Company Directory**

An internal voice list that contains the names of users with initialized mailboxes designated to appear in the Company Directory.

### **Conventions**

The way certain information has been described. For example, using underlined text to represent second-line display prompt information.

### **Default**

The parameters preset within the Flash module.

### **Designated Operator**

An individual in a company who has been assigned to answer the Flash Operator Request option.

### **Display**

A one-line or two-line screen on a Norstar telephone that shows Flash commands and options.

### **Display buttons**

The three buttons that appear on a Norstar two-line display. When pressed, these buttons select the specified Flash Option.

### **Display options**

The choices available to a user that appear on the Norstar two-line display. Options appearing on the display can be selected using the display or dialpad buttons.

### **Enter more digits**

While assigning the destination telephone number for Off-premise Message Notification, entering a Pause recognizes dial tone, then entering  allows the user to enter more digits.

### **Envelope information**

A date and time stamp that appears on all messages left in a mailbox. When the message has been left by another mailbox owner, envelope information includes the message sender's name.

### **Directory Number**

A two- to seven-digit number used to reach a designated telephone.

### **Feature Code**

A unique three-digit code used to access Flash features and options.

### **General Delivery Mailbox**

One of the two Special Mailboxes used to collect messages for individuals in a company who have not been assigned a Personal Mailbox.

### **Greetings**

There are three types of Flash Greetings: Company Greetings, Personal Mailbox Greetings and Information Greetings. Company Greetings are played by the Automated Attendant to incoming callers. Personal Mailbox Greetings are played to callers who want to leave a message in the selected mailbox. Information Mailbox Greetings are played to describe goods or services available to callers.

### **Group Lists**

A collection of mailbox numbers assigned to a special group number by Flash. When a message is sent to a Group List, all mailboxes contained in the list receive the same message.

### **Guest Mailbox**

A mailbox assigned to a user who does not have an extension.

### **Information Mailbox**

A mailbox that provides a caller with a message describing goods or services available from your company.

### **Initialize mailbox**

Preparing a mailbox to receive messages, which includes changing a mailbox default password and recording a Company Directory name.

### **Leave Message**

The Flash Feature Code used to leave messages in Flash Mailboxes.

### **M7100 telephone**

The Norstar model M7100 telephone that has a single-line display, and one programmable button without an indicator.

### **M7208 telephone**

The Norstar model M7208 telephone that has a single-line display, and eight programmable buttons with indicators.

### **M7310 telephone**

The Norstar model M7310 telephone that has a two-line display with three display buttons, ten programmable buttons with indicators, and 12 dual programmable buttons without indicators.

### **M7324 telephone**

The Norstar model M7324 telephone that has a two-line display with three display buttons, and 24 programmable buttons with indicators.

### **Mailbox**

A storage place for messages on the Flash system.

### **Mailbox number length**

The number of digits allowed in a mailbox number. The mailbox number length ranges from two to seven digits.

### **Mailbox Overrides**

The two Mailbox Overrides are optional parameters in addition to the Class of Service Values. The Mailbox Overrides are: Include in Company Directory and Message Waiting Notification.

## **Message Delivery options**

Message sending options stamped onto a message. There are four Message Delivery Options: Normal, Certified, Urgent, and Private. A Message Delivery Option can be assigned to a message after it has been recorded.

## **Message Waiting Notification**

A display prompt that informs a mailbox owner when a message has been left in a mailbox. This Flash feature is a Mailbox Override.

## **Off-premise Message Notification**

The Flash feature that forwards calls to an internal company telephone number, or to a specified external telephone number, or pager. This feature is a part of the Class of Service.

## **Operator Status**

The Flash indicator that determines if a company's receptionist or Designated Operator is available.

## **Option**

A Flash choice that is given to a user through voice or display prompts.

## **Password**

A four- to eight-digit number that is entered on the key dialpad. A password is used to open mailboxes or perform configuration tasks.

## **Pause**

Pause is used when setting up pager notification. Each pause entered is automatically four seconds. For voice pagers, pauses are entered after the pager number to delay the start of the Flash voice prompt that activates the pager. For alphanumeric pagers, pauses are entered after the pager number and before the digits that appear on the pager display.

## **Personal Mailboxes**

Mailboxes assigned to users as a place to store messages.

## **Primary Greeting**

The main greeting played in a Personal Mailbox.

### **Programmable memory buttons**

Buttons on the Norstar one-line and two-line display telephones that can store Feature Codes and numbers.

### **Recognize dial tone**

After accepting the Off-premise Message Notification destination telephone number, entering **4** adds a D to the digit string. The Norstar system uses this to recognize dial tone when an access code is required.

### **Resetting passwords**

A System Coordinator task that changes a mailbox password from its current setting back to the Flash default setting 0000 (four zeros).

### **Special Mailboxes**

The two mailboxes used by the System Coordinator and designated Flash Operator. The two Special Mailboxes are: System Coordinator and General Delivery.

### **System Coordinator**

The person responsible for configuring, updating, and maintaining the Flash system.

### **System Coordinator Mailbox**

One of the two Special Mailboxes used by the System Coordinator for sending Broadcast Messages. This is the System Coordinator's Personal Mailbox.

### **Tone dial telephone**

A push button telephone that emits DTMF tones.

### **Voice prompts**

The prerecorded voice instructions played when accessing the different Flash features and options.

## Index

### A

- Administration, mailbox
  - Changing Company Directory, 4-18
  - Options, 4-18
- Alternate greeting
  - Introduction, 4-5
  - Tips, 6-2
- Analog Terminal Adapter (ATA), 2-12
- Automated Attendant (AA)
  - Introduction, 2-7
  - Transferring to, 4-10
  - Troubleshooting, 7-1

### B

- Broadcast Messages, 5-8

### C

- Changing passwords, 4-21
- Choosing a greeting, 4-9
- Command line, 2-13
- Company Directory
  - Changing name, 4-18
  - Introduction, 2-8
  - Options for changing name, 4-18
  - Recording options, 4-19
  - Tips, 7-2
  - Using option, 5-4
- Conventions
  - Angled brackets, 1-2
  - Buttons, 1-2
  - Display command line, 1-2
  - Display key options, 1-2
- Copy message, option, 4-14

### D

- Default values, Special Mailboxes, A-1
- Dialpad, Norstar, 2-11
- Directory name, 4-18
- DTMF, A-2
- DTMF tone commands, A-2

### E

- Ending Flash sessions, 2-16
- Entering characters, 2-13
- Etiquette, telephone, 6-1
- Exiting Flash, 2-16

### F

- Feature Codes, 2-3
  - Default, 2-3
  - Descriptions, 2-5
    - Flash Directory Number, 2-5
    - Interrupt, 2-6
    - Leave Message, 2-5
    - Open Mailbox, 2-5
    - Operator Status, 2-5
    - Transfer, 2-6
  - Determining, 2-4
  - Programming, 2-15

### Flash

- Introduction, 2-2
- Flash Directory Number, 2-5
- Flash mailbox
  - Transferring caller, 5-7
- Forward message, 4-14

### G

- Greeting
  - Options

## ii - Index

---

- Choose, 4-20
- Greeting Options
  - Record, 4-20
- Greeting Tips, 6-2
- Greetings, 4-20
  - Alternate, 4-5
  - Personal, 4-4
  - Personalized, 4-5
  - Primary, 4-4
  - Recording, 4-6
  - Selecting, 4-9, 4-21
  - Selection options
    - Alternate, 4-21
    - Choose, 4-21
    - Primary, 4-21
    - Star, 4-21
- Greetings, recording, 4-7
- Group List, 5-8
- Group Message
  - Group List, 5-8
- I**
- Information Mailbox, 3-1
  - Content, 3-2
  - Example, 3-1
  - Recording greetings, 3-2
  - Using, 3-1
- Interrupt Feature Code, 2-6
- Interrupting voice prompt, 2-14
- L**
- Leave Message feature, 2-5, 5-1
  - Assigning delivery options, 5-3
  - Company Directory option, 5-4
  - Opening mailbox, 5-7
  - Options, 5-6
  - Using, 5-2
  - Using Norstar telephone, 5-5
- Listening to messages, 4-10, 4-11
  - Options
    - , 4-12
    - Backup, 4-11
    - Continue, 4-11
    - Copy, 4-11
    - End of Message, 4-11
    - Envelope, 4-12
    - Erase, 4-12
    - Forward, 4-11
    - Next, 4-11
    - Pause, 4-11
    - Previous, 4-11
    - Replay, 4-11
    - Reply, 4-12
    - Save Message, 4-12
    - Volume Control, 4-12
  - Listening to saved message, 4-10
- M**
- Mailbox Administration, option, 4-10
- Mailboxes
  - About, 2-8
  - Administration, 4-10, 4-18
  - Changing password, 4-21
  - Copy option, 4-14
  - Information, 2-10, 3-1
  - Initializing, 4-2
  - Opening, 5-7
  - Options, 4-10
  - Personal, 2-10, 4-1
  - Personalizing, 4-2
  - Reply options, 4-15
  - Rules, 2-10
  - Special, 2-9
  - Troubleshooting, 7-3
- Memory buttons
  - Programming, 2-15
- Message
  - Calling sender, 4-15, 4-16
- Message Delivery options, 4-17
  - Assigning, 5-3
  - Certified, 5-3
  - Normal, 5-3
  - Private, 5-3
  - Urgent, 5-3
- Message options, 4-11



- Continue, 4-11
- End of Message, 4-11
- Envelope, 4-12
- Erase, 4-12
- Pause, 4-11
- Reply, 4-12
- Save Message, 4-12
- Volume control, 4-12
- Message reply options, 4-15
- Message, recording, 4-17
  - Options, 4-17
- Messages
  - Broadcast, 5-8
  - Group Message, 5-8
  - Troubleshooting, 7-3
  - types, 5-7
- N**
- Norstar dialpad, 2-11
- Norstar display, using, 2-13
  - Single-line, 2-11
  - Two-line, 2-11
- Norstar telephone, leaving a message from, 5-5
- O**
- Off-premise Message Notification, 4-23
  - Assigning, 4-28
  - Changing destination, 4-29
  - Setting Up, 4-23
  - Troubleshooting, 7-3
- OK, option, 4-20
- Open Mailbox Feature Code, 2-5
- Operator, option, 4-10
- Options, mailbox, 4-10
- Options, reply
  - Accept, 4-16
  - Delivery, 4-16
  - Message Delivery, 4-16
  - Play, 4-16
  - Retry, 4-16
  - Send, 4-16
- Overview, Flash, 2-2
- P**
- Password
  - Changing, 4-21
  - Forgotten, 7-2
  - Options, 4-22
- Personal Greetings, 4-4
  - Alternate, 4-5
  - Personalized, 4-5
  - Primary, 4-4
  - Selecting, 4-9
- Personal Mailbox
  - Guest, 2-10
  - Initializing, 4-2
  - Personal Greetings, 4-4
  - Personalizing, 4-2
  - User, 2-10
- Play, option, 4-20
- Prerequisites, for using guide, 1-3
- Primary Greeting
  - Tips, 6-2
- Primary Mailbox Greetings, 4-4
- Programming, Memory buttons, 2-15
- Q**
- Quitting Flash, 2-16
- R**
- Recording message, option, 4-10
- Recording, greetings, 4-6
  - Information Mailbox, 3-2
- Recording, message, 4-17
  - Delivery options, 4-17
- Recording, message options
  - Accept, 4-17
  - Delivery, 4-17
  - Play, 4-17
  - Quit, 4-17
  - Retry, 4-17
  - Send, 4-17
- Recording, personalized greetings,

## iv - Index

---

4-7

Reply options, 4-15

Retry, option, 4-20

## S

Selecting greetings, 4-21

Special Mailboxes

    Default values, A-1

    General Delivery, 2-9

    System Coordinator, 2-9

Symbols, 1-2

## T

Timeout, 7-3

Transfer

    To a mailbox, 5-7

Transfer Feature Code, 2-6

Troubleshooting, 7-1

    Automated Attendant (AA), 7-1

    Forwarding calls, 7-1

    LOG prompts, 7-2

    Mailbox problems, 7-2

    Messages, 7-3

    Off-premise Message Notifica-  
        tion, 7-3

    Password, 7-2

    Prompt language, 7-3

## V

Voice prompts, 2-14

    Interrupting, 2-14

Volume, 4-12